IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s):	Anil K. Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee:	Siebel Systems, Inc.
Title:	System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing

IPE JC103 NOV 13 2001 PATENT TRADEMARK OFFICE

Serial No.:	09/823,770	Filing Date:	March 31, 2001
Examiner:	To Be Assigned	Group Art Unit:	To Be Assigned
Docket No.:	M-11405 US	Client Ref. No.	SIEB060/US

Newport Beach, California
November 13, 2001

ASSISTANT COMMISSIONER FOR PATENTS
Office of Initial Patent Examination
Customer Service Center
Washington, D.C. 20231

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PETITION FOR CORRECTED FILING RECEIPT

Dear Sir:

Applicants hereby petition the Commissioner For Patents to correct the Official Filing Receipt for the above-identified patent application as follows:

- ☐ 1. Correct the Filing Date
- ☒ 2. Correct Inventor Name
- ☐ 3. Correct Title
- ☐ 4. Correct information referencing related case
- ☐ 5. Correct Attorney Docket Number
- ☐ 6. Other: _____

This Petition is submitted for the following reasons:

Please correct the first inventor's name to read: "**Mingte Chen**."

LAW OFFICES OF
SKJERVEN MORRILL
MacPHERSON LLP

25 METRO DRIVE
SUITE 700
SAN JOSE, CA 95110
(408) 453-9200
FAX (408) 453-7979

Because this was an error on the part of Applicants, the Commissioner is hereby authorized to charge any fee that may be required for this correction to Deposit Account No. 19-2386.

Attached is a copy of the Filing Receipt having the above errors and the changes noted thereon. Therefore, it is respectfully requested that a corrected Filing Receipt be issued.

If this action does not lead to issuance of a corrected Official Filing Receipt as requested, please contact the undersigned at (949) 718-5200.

EXPRESS MAIL LABEL NO:
EL661717051US

Respectfully submitted,

Mary Jo Bertani

Mary Jo Bertani
Attorney for Applicant(s)
Reg. No. 42,321

LAW OFFICES OF
SKJERVEN MORRILL
MacPHERSON LLP

25 METRO DRIVE
SUITE 700
SAN JOSE, CA 95110
(408) 453-9200
FAX (408) 453-7979

UNITED STATES PATENT AND TRADEMARK OFFICE

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COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY.DOCKET.NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/823,770	03/31/2001	2681	1056	M-11405 US	41	32	3

CONFIRMATION NO. 6431

UPDATED FILING RECEIPT

OC000000006404980

SKJERVEN MORRILL MACPHERSON LLP
Suite 700
25 Metro Drive
San Jose, CA 95110

Date Mailed: 08/09/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. **If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).**

Applicant(s)

Anil K. Annadata, Milpitas, CA;
Wai H. Pak, Hercules, CA;
Mingtse Chen, Fremont, CA;
Henry D. Jay, San Mateo, CA;

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Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted 05/11/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

Title

System and method for maintaining real-time agent information for multi-channel communication queuing

Preliminary Class

455

Data entry by : GOREMS, SELAMAWIT **Team :** OIPE **Date:** 08/09/2001

[redacted]

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LICENSE FOR FOREIGN FILING UNDER
Title 35, United States Code, Section 184
Title 37, Code of Federal Regulations, 5.11 & 5.15

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NOT GRANTED

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PLEASE NOTE the following information about the Filing Receipt:

- The articles such as "**a**," "**an**" and "**the**" are not included as the first words in the title of an application. They are considered to be unnecessary to the understanding of the title.
- The words "**new**," "**improved**," "**improvements in**" or "**relating to**" are not included as first words in the title of an application because a patent application, by nature, is a new idea or improvement.
- The title may be truncated if it consists of more than 500 characters (letters and spaces combined).
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- If your application was submitted under 37 CFR 1.10, your filing date should be the "date in" found on the Express Mail label. If there is a discrepancy, you should submit a request for a corrected Filing Receipt along with a copy of the Express Mail label showing the "date in."
- The title is recorded in sentence case.

Any corrections that may need to be done to your Filing Receipt should be directed to:

Assistant Commissioner for Patents
Office of Initial Patent Examination
Customer Service Center
Washington, DC 20231

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Bib Data Sheet

CONFIRMATION NO. 6431

SERIAL NUMBER	FILING DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/823,770	03/31/2001 RULE	~~455~~ 379	~~2681~~ 2642	M-11405 US

APPLICANTS

Anil K. Annadata, Milpitas, CA;
Wai H. Pak, Hercules, CA;
Mingte Chen, Fremont, CA;
Henry D. Jay, San Mateo, CA;

** CONTINUING DATA **********

** FOREIGN APPLICATIONS **********

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 05/11/2001

		STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
Foreign Priority claimed	☐ yes ☐ no	CA	41	32	3
35 USC 119 (a-d) conditions met	☐ yes ☐ no ☐ Met after Allowance				
Verified and Acknowledged	Examiner's Signature Initials				

ADDRESS

SKJERVEN MORRILL MACPHERSON LLP
Suite 700
25 Metro Drive
San Jose ,CA 95110

TITLE

System and method for maintaining real-time agent information for multi-channel communication queuing

FILING FEE RECEIVED		
1056	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	☐ All Fees ☐ 1.16 Fees (Filing) ☐ 1.17 Fees (Processing Ext. of time) ☐ 1.18 Fees (Issue) ☐ Other _____ ☐ Credit